

Customer Service Report for SCB

For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	0	0	0	1	0	6
General Info	2	0	0	0	0	0	0	0	2	0	1
Password Reset	3	0	0	0	0	0	0	0	3	0	2
Back Office Support											
Permissions/Shares	2	0	0	0	0	0	0	0	2	0	6
Email											
Helix Pine Mail	1	0	0	0	0	0	0	0	1	0	3
Helix Squirrel Mail	3	0	0	0	0	1	0	0	2	0	3
Helix Support											
Apps/Other	4	0	0	1	0	0	0	0	5	0	6
Info/Biowulf	3	0	0	0	0	0	0	0	3	0	3
Info/General	5	0	0	0	0	0	0	0	5	0	4
Quota/Restore	1	0	0	0	0	0	0	0	1	0	5
Grand Total:	25	0	0	1	0	1	0	0	25	0	4

Total Tickets Closed:	25
Total Tickets Assigned/Pending/Checked Out:	1
Total Tickets Created:	26